GOVERNMENT OF INDIA
HEALTH AND FAMILY WELFARE
LOK SABHA

UNSTARRED QUESTION NO:3244
ANSWERED ON:04.08.2017
CGHS Empanelled Hospitals
Nishank Dr. Ramesh Pokhriyal;Patil Shri Kapil Moreshwar

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether the various Central Government Health Scheme (CGHS) empanelled hospitals avoid providing credit facility to CGHS beneficiaries especially to the pensioners, if so, the details thereof;

(b) the number of complaints received by the Government in this regard during the last three years and the current year, State/UT-wise;

(c) the steps taken/being taken by the Government for quick redressal of such grievances and providing advanced medical facilities to the CGHS beneficiaries;

(d) the details of private hospitals empanelled by CGHS in the country including Dehradun and Lucknow;

(e) whether retired Government servants having life time CGHS cards are allowed to take treatment in the approved private hospitals in emergency and if so, the details thereof; and

(f) whether the medicines prescribed by the above private hospitals are issued to the patients by the CGHS dispensaries and if not, the reasons therefor?

Answer

ANSWER
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND
FAMILY WELFARE
(SHRI FAGGAN SINGH KULASTE)
(a) & (b): There are some such complaints in respect of some hospitals empanelled under CGHS as per details at Annexure −I.

(c): The following steps have been taken by the Government to redress such grievances.

(i) Government has issued directions to the empanelled hospitals to display names of two Nodal Officers alongwith their contact details at the reception counter to assist/address the grievances of CGHS beneficiaries.
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(ii) Issue of Show Cause Notice to hospitals against which complaints have been received.

(iii) Penalty of 15% of the Performance Bank Guarantee imposed on hospitals on violation of provisions of MoA.

(iv) Warning letters issued to erring hospitals.

(v) As per the Memorandum of Agreement signed with hospitals CGHS can inspect hospitals at any time and in the event of repeated default there is a provision for removal of hospitals from CGHS panel.

(d): The details of the private hospitals empanelled by CGHS are at Annexure-II.

(e): Pensioner CGHS beneficiaries are entitled to take treatment in private hospitals empanelled under CGHS on a credit basis in emergent conditions and no prior permission is required.

(f): Medicines prescribed by private empanelled hospitals in permitted cases are issued by CGHS by the available brand name/generic names except non-admissible items like dietary supplements, keto-analogues , etc.
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